
USPS RETURNS

★ CUSTOMER GUIDE ★



MAY 2015



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Introduction

There are a number of reasons why customers return packages. Maybe apparel doesn't fit or the color doesn't match. Perhaps test kits or samples must be returned. Whatever the reason, a hassle-free customer returns policy helps merchants win the first order and a positive returns experience earns repeat business.

E-commerce marketplace revenue is expected to grow about 9.5 percent annually through 2018 according to Forrester Research. Shipments to consumers are outpacing shipments to businesses. By 2018 total online sales in the U.S. are expected to be close to \$414 billion. As e-commerce shopping grows, so does the demand for user-friendly returns solutions.

ComScore research shows that the customer returns experience determines whether they will purchase from you again.

ComScore research has also shown that most important to consumers are:

- Free or discounted shipping.
- Easy returns.
- A return label in the box or an easy way to print a return label.

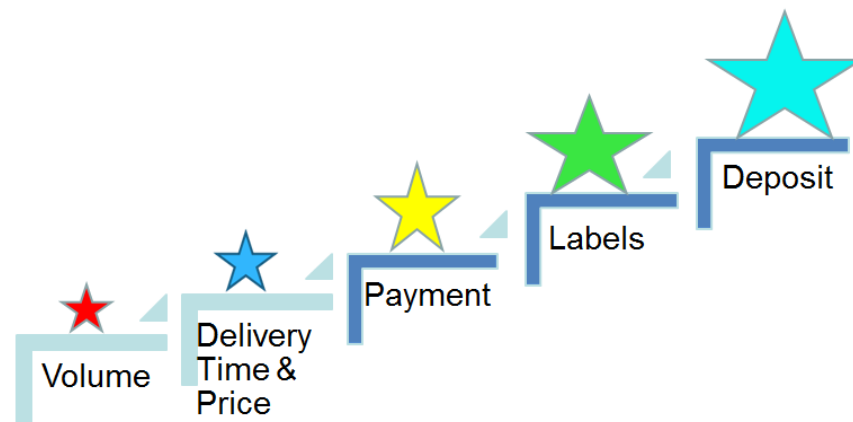
Why should you choose the Postal Service for your returns program?

- Convenience — Reduce trunk time (the time between when a return label is created and the package is actually shipped) by offering convenient choices for your customers to deposit their return packages with the Postal Service.
 - More than 31,000 retail Post Offices for your customers to drop off their return packages.
 - Free Package Pickup from your customer's doorstep during regular mail delivery (132 million addresses).
 - Conveniently placed collection boxes (approximately 160,000).
- Affordability — Merchants can better manage shipping expenses because USPS upfront pricing means no surprises.
 - No surcharges or fees to print return labels.
 - Ounce-based pricing for lightweight items.
- Flexibility — Label printing options that fit your customer service philosophy and your IT support capabilities.
 - Include a return label with the order or email a PDF image when customers request a label.
 - Provide a customized URL so your customer can print their own return label.
- Visibility — Your customers have peace of mind because they can track their return package throughout postal processing, resulting in fewer calls to your customer service department. The Intelligent Mail package barcode (IMpb) on your USPS return shipping label will be scanned as it is processed on postal equipment, providing up to 11 scan events.

USPS Returns Made Simple

The Postal Service has a portfolio of products that addresses the needs of merchants of all sizes. This guide will help you understand the choices and select the USPS Returns product that best meets your specific needs.

Follow these simple steps to determine which USPS Returns product best meets your return shipping needs.



Step 1 - Volume:

How many returned packages do you receive each year?

No minimum volume

Merchandise Return Service
Business Reply Mail Parcels

Volume over 10,000

USPS Return Services
Bulk Parcel Return Services

Step 2 - Delivery Time and Price:

How quickly do you want the packages returned?

Merchants can receive return packages in as little as a couple days using Priority Mail, First-Class Mail or First-Class Package Return™ Service. All other products are transported by ground and could take approximately a week in transit.

Merchandise Return Service

- Priority Mail
- First-Class Package Return™ Service
- Ground Return Service

USPS Return Services

- Priority Mail Return Service
- First-Class Package Return™ Service
- Ground Return Service

Parcel Return Service

- Return Delivery Unit
- Return Network Distribution Center
- Return Sectional Center Facility

Bulk Parcel Return Service (Endorsement Only)

- Standard Mail machinable packages
- Parcel Select Lightweight machinable packages

Business Reply Mail Parcels

- Priority Mail
- First-Class Mail

Return on Your Own

- First-Class Package Return™ Service
- Priority Mail Return Service
- Ground Return Service

Step 3 – Payment:**Establish your payment method****Local advance deposit account**

- Merchandise Return Service
- Bulk Parcel Return Service
- Business Reply Mail

Centralized Account Processing System**Trust account**

- Optional for Merchandise Return Service
- Optional for Bulk Parcel Return Service
- Optional for Business Reply Mail

Debit account

- Optional for Merchandise Return Service
- Optional for Bulk Parcel Return Service
- Optional for Business Reply Mail
- Required for USPS Return Services
- Required for Parcel Return Service

Step 4 – Labels:

Print return shipping labels

Exhibit 1: Label print options

	Merchandise Return Service (MRS)	USPS Return Services	Parcel Return Service (PRS)	Bulk Parcel Return Service (BPRS)	Business Reply Mail (BRM) Parcel	Return on Your Own (ROYO)
USPS Web Tools Application Programming Interface	X					
USPS Application Programming Interface		X				
USPS Merchant Returns Label Tool	X	X				
Print and Deliver Return Label Service		X	X			
Privately Printed Labels	X ¹	X ¹	X ¹	X ¹	X ¹	
Click-N-Ship						X ²
Click-N-Ship for Business Pro	X	X				X ^{1, 2}
Self-Service Kiosk						X

¹Does not include postage payment.

²Standard Click-N-Ship shipping label.

Step 5 – Deposit:

Deposit returns packages

It is easy for your customers to deposit a return package with the Postal Service by using:

- Free Package Pickup
- Pickup on Demand
- Collection box*
- Drop off at a Post Office
- Print and Deliver Return Label Service

*Refer to “Can You Ship It?” at <https://www.usps.com/ship/prepare-domestic-shipments.htm>.

Merchandise Return Service (MRS)

MRS allows merchants to provide a preprinted postage-paid label to their consumers to return merchandise, test kits, samples and other items. Merchants are charged only if and when the labels are used.

Exhibit 2: MRS label example

The diagram shows a USPS Priority Mail Merchandise Return Label with several key components and annotations:

- Return address:** Indicated by an arrow pointing to the 'FROM:' field at the top left.
- Postage calculation and Extra Services:** Indicated by an arrow pointing to the 'POSTAGE REGISTERED FEE (IF ANY)' and 'TOTAL POSTAGE AND FEES DUE' fields.
- Unique IMpb:** Indicated by an arrow pointing to the 'USPS TRACKING #' barcode at the bottom left.
- Product marking:** Indicated by an arrow pointing to the 'USPS PRIORITY MAIL' logo in the center.
- Postage guarantee:** Indicated by an arrow pointing to the 'NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES' box at the top right.
- Horizontal bars:** Indicated by an arrow pointing to the three horizontal bars below the postage guarantee box.
- MRS legend:** Indicated by an arrow pointing to the 'MERCHANDISE RETURN LABEL' box in the center.
- Postage Due Unit address:** Indicated by an arrow pointing to the 'POSTAGE DUE UNIT US POSTAL SERVICE' address at the bottom right.

The label itself contains the following text:

FROM: _____
ACCEPTANCE POST OFFICE
COMPUTE POSTAGE DUE

POSTAGE _____
REGISTERED FEE (IF ANY) _____
TOTAL POSTAGE AND FEES DUE _____

REGISTERED MAIL SERVICE WITHOUT
POSTAL INSURANCE DESIRED BY PERMIT HOLDER

USPS PRIORITY MAIL®

MERCHANDISE RETURN LABEL
PERMIT NO. 1
ABC CO.

CONESTOGA PA 17516
1234 MAIN ST

USPS TRACKING #
9205 6912 3456 7803 0249 05

POSTAGE DUE UNIT
US POSTAL SERVICE
PO BOX 9998
CONESTOGA PA 17516

Volume There are no minimum volume requirements.

Service choices Priority Mail, First-Class Mail, First-Class Package Return™ Service, and Ground Return Service.

Extra Services and additional services USPS Tracking is included with the Intelligent Mail package barcode (IMpb). The merchant may authorize Registered Mail, Insurance, Special Handling, Return Receipt for Merchandise and Mailing Acknowledgement.

Consumers may purchase Registered Mail, Insurance, Special Handling, Certificate of Mailing and Pickup on Demand if they present the package to a USPS retail location. Consumers can schedule Package Pickup and purchase Pickup on Demand at:

<https://tools.usps.com/go/ScheduleAPickupAction!input.action>

Calculating postage Packages are individually weighed and zone rated, as applicable.

Permits MRS permit and annual account maintenance fees are required. PS Form 3615, *Mailing Permit Application and Customer Profile*, is available at the local Post Office or online at <http://about.usps.com/forms/all-forms.htm>.

Payment method Postage is collected at the merchant's delivery Post Office from an advance deposit account or Centralized Account Processing System (CAPS) account. The Payment section on Page 46 contains more information on these payment options.

Mailer ID (MID) The MID number is a six- or nine-digit numeric code assigned to a mailer based on annual mail volume as verified by USPS. MID's are used to identify the mail owner, mail

preparer or service provider and can be used to determine the recipient(s) of mailing and piece-level information. Mailers may have multiple MIDs, as some postage payment processes or special applications may require a MID that is unique only to a specific purpose. For example, a unique Mailer ID is required to participate in USPS Return Services and PRS-Full Network.

If merchants want to track only returns packages, they can obtain a MID on their own through the Business Customer Gateway (BCG) at <https://gateway.usps.com/eAdmin/view/signin>. Merchants wishing to access other services, such as label printing tools or Scan Event Extract Files, will require assistance from a USPS Sales Operations Integration Specialist (OIS). If the OIS encounters a technical issue, the OIS will engage a Technical Integration Specialist (TIS).

For assistance, merchants should contact their USPS Sales Executive. If a merchant does not have contact information for a USPS Sales Executive, they can request OIS contact information from their local Postmaster, USPS Customer Service Manager or Business Mail Entry (BME) personnel.

IMpb The merchant must design the MRS shipping labels to contain their permit information and a unique IMpb. Refer to Publication 199, *Intelligent Mail Package Barcode Implementation Guide*, on [RIBBS](#) for IMpb compliance requirements.

Printing MRS labels There are several convenient methods to generate a MRS label. See the Label Printing Options section on Page 35 for more information:

- Click-N-Ship for Business (electronic MRS label).
- USPS Web Tools Application Programming Interface (API).
- USPS Merchant Returns Label Tool.
- Privately printed labels must be certified. Label certification details are explained on Page 39.

Label instructions Merchants are required to include instructions on how consumers should apply the return shipping label to a box. See Page 41 for more information.

USPS Tracking Merchants who require the Scan Event Extract Files (tracking information) for the MRS packages must have their account in the Business Customer Gateway configured to receive the Extract Files. This requires a Mailer ID (MID). The USPS Sales Operations Integration Specialist (OIS) is available to assist the merchant in obtaining and registering the MID and in configuring the merchant account.

Reports BCG is a portal to access PostalOne! reports for transactions and permit information.

CAPS reports include transaction history and permit fee information. The reports can be filtered by location and date. The reports are accessible 24/7 and can be imported by the user. See CAPS reports on Page 46 for examples.

How to get started The MRS Start-Up Checklist on the next page explains steps necessary to begin using MRS.

Merchandise Return Service Start-Up Checklist

Exhibit 3: MRS Start-Up Checklist

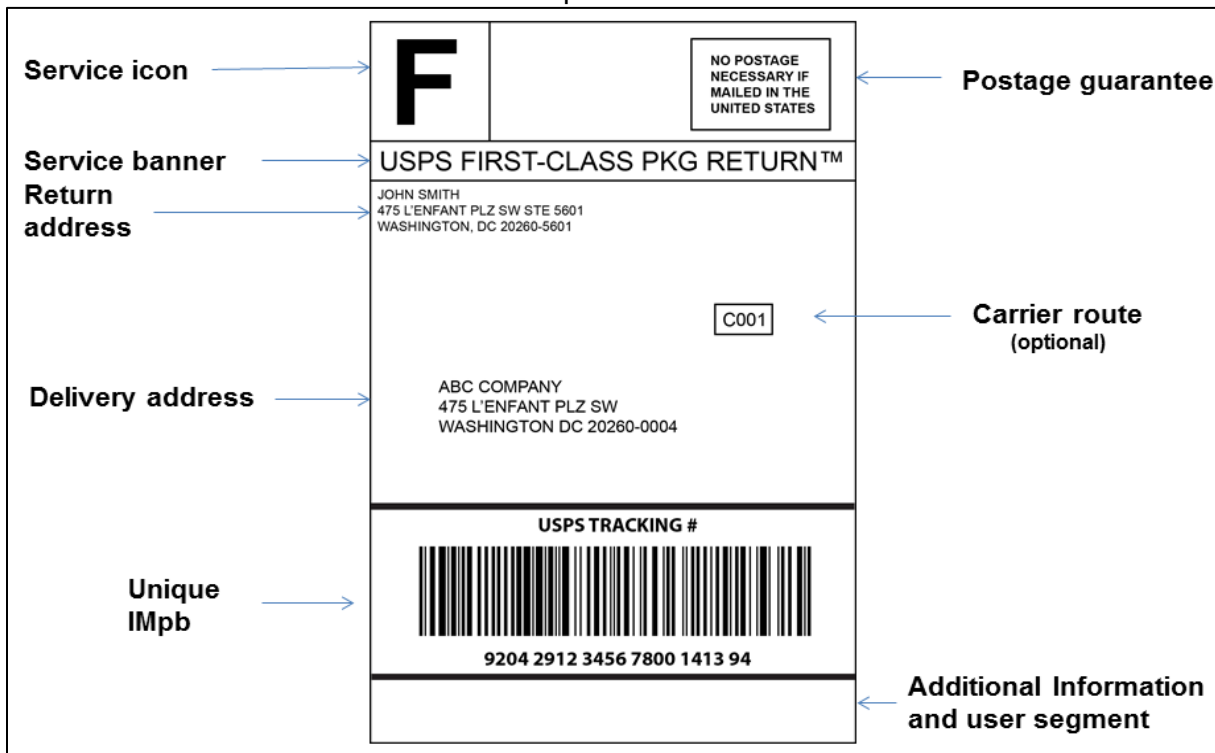
Merchandise Return Service (MRS) Start-Up Checklist				Merchant Name	
Step	Activity or Requirement	Initiation	Completion	Information Source	
<input type="checkbox"/>	1 Establish MRS permit	Merchant	Postmaster or Business Mail Entry Unit	PS Form 3815, <i>Mailing Permit Application and Customer Profile</i> ; http://about.usps.com/forms/all-forms.htm	
<input type="checkbox"/>	2a Establish advance deposit account	Merchant	Postmaster or Business Mail Entry Unit	Sales	
<input type="checkbox"/>	2b Establish CAPS account, trust or debit, optional	Merchant	CAPS Service Center	PS Form 8001, <i>Centralized Account Processing System (CAPS) Account Application</i> ; PS Form 8002, <i>Accounts and Services to be Paid Through CAPS</i> ; PS Form 8003, <i>Centralized Account Processing System (CAPS) Electronic Funds Transfer Authorization Agreement</i> ; https://caps.usps.gov/	
<input type="checkbox"/>	3 Establish Mailer ID	Operations Integration Specialist (OIS)	OIS/Business Customer Gateway	Merchant	
<input type="checkbox"/>	4 Set up Scan Data Extract File, if requested	Operations Integration Specialist (OIS)	OIS/Business Customer Gateway	Merchant	
<input type="checkbox"/>	5 Determine label print method(s)	Operations Integration Specialist (OIS)	OIS	Sales	
<input type="checkbox"/>	5a Web Tools API	Merchant	OIS	https://www.usps.com/business/web-tools-apis/merchandise-return-service-label-api.htm	
<input type="checkbox"/>	or 5b Merchant Returns Label Tool	Operations Integration Specialist (OIS)	OIS	Merchant	
<input type="checkbox"/>	or 5c Click-N-Ship for Business	Merchant	Merchant	https://www.usps.com/business/click-n-ship-for-business.htm	
<input type="checkbox"/>	or 5d Privately Printed Labels	Merchant	Merchant	PS Form 5052, <i>Printer Certification Submission</i> http://about.usps.com/forms/all-forms.htm	
<input type="checkbox"/>	6 Establish access to PostalOne! Reports	Merchant	Business Customer Gateway	https://gateway.usps.com/eAdmin/view/signin	
Merchant Address					
Merchant Contact Name					
Merchant Contact Phone					
Merchant Contact email					
MRS Permit Number		USPS Sales Contact			
Issuing Post Office Street Address		OIS Contact			
Issuing Post Office City, State ZIP Code		BMEU Contact			
Issuing Post Office Contact (name/phone)		BSN Contact			

Merchandise Return Service (MRS) Start-Up Checklist

USPS Return Services

USPS Return Services feature simplified pricing and streamlined processing. An average uniform per piece price is established so the return items bypass the postage calculation process at the Post Office and are delivered earlier to merchants. Postage is triggered by the first physical scan of the Intelligent Mail package barcode (IMpb) on the label thus it is often referred to as Scan Based Payment (SBP) returns.

Exhibit 4: USPS Return Services label example



Volume There is a minimum volume threshold of 10,000 return packages per year.

Service choices First-Class Package Return™ Service, Priority Mail Return Service and Ground Return Service.

Extra Services USPS Tracking is included. A consumer may elect to purchase insurance up to \$500 at a USPS retail location.

Calculating postage Postage is charged using an average uniform per-piece price, applied to each piece scanned during postal processing. This average price is adjusted monthly based on package characteristics collected during sampling.

Permits MRS permit and annual account maintenance fees are required if one outbound parcel is not shipped within one year. See Notice 123, Price List, for current fees at <http://pe.usps.gov/text/dmm300/Notice123.htm>.

A merchant can establish a local MRS permit or, if establishing multiple return facilities, a national MRS permit is recommended.

- Local MRS permit: Complete PS Form 3615, *Mailing Permit Application and Customer Profile*, and pay applicable permit fees at the local Post Office. PS Form 3615 is available at the local Post Office or online at <http://about.usps.com/forms/all-forms.htm>.
- National MRS permit: A merchant with multiple return sites may obtain a national MRS permit for USPS Return Services that can be used at any domestic location. To apply for a national MRS permit, the completed PS Form 3615, *Mailing Permit Application and Customer Profile*, should be mailed, emailed or faxed to National Customer Support Center (NCSC) with a check or credit card authorization for the initial annual permit fee.

Exhibit 5: Credit card authorization form example

<p>Credit Card Payment Information:</p> <p>Company Name: _____</p> <p>I authorize the U.S. Postal Service to charge my credit card for my permit applications fee(s)</p> <p>Name as appears on Credit Card: _____</p> <p>Phone Number: _____</p> <p>Last 4-digits of Credit Card: _____ Credit Card Exp Date: _____</p> <p>Printed Name of Credit Card Holder: _____</p> <p>Signature of Credit Card Holder: _____</p> <p>This section for identification verification by a Postal Employee:</p> <p>This is for compliance with Section A, Parts 8a and 8b of Form 3615.</p> <p>Form of ID #1: _____</p> <p>Form of ID #2: _____</p> <p>I have certified the above forms of I.D. for this applicant.</p> <p>Printed USPS Employee Name: _____ Title: _____</p> <p>Signature of USPS Employee: _____</p>
--

Payment method Postage is collected from an advance deposit account funded by Centralized Account Processing System (CAPS) debit account. The Payment section on Page 46 contains more information on this payment method.

When a USPS Return Services package is scanned during Postal processing, the USPS Product Tracking and Reporting system captures the unique IMpb on the package and sends a data file to the Centralized Account Processing System (CAPS) to deduct postage from the merchant's CAPS debit account.

Mailer ID (MID) The MID number is a six- or nine-digit numeric code assigned to a mailer based on annual mail volume as verified by USPS. MIDs are used to identify the mail owner, mail preparer or service provider and can be used to determine the recipient(s) of mailing and piece-level information. Mailers may have multiple MIDs, as some postage payment processes or special applications may require a MID that is unique only to a specific purpose. For example, a unique Mailer ID is required to participate in USPS Return Services and Parcel Return Service-Full Network (NSA Only).

If merchants only want to track returns packages, they can obtain a MID on their own through Business Customer Gateway (BCG) at <https://gateway.usps.com/eAdmin/view/signin>. Merchants wishing to access other services, such as label printing tools or Scan Event Extract Files, will require assistance from a USPS Sales Operations Integration Specialist (OIS). If the OIS encounters a technical issue, the OIS will engage a Technical Integration Specialist (TIS).

For assistance, merchants should contact their USPS Sales Executive. If a merchant does not have contact information for a USPS Sales Executive, they can request OIS contact information from their local postmaster, USPS Customer Service Manager or Business Mail Entry (BME) unit.

IMpb The merchant must design the USPS Return Services labels to contain their permit information and a unique IMpb.

Printing USPS Return Services labels There are several convenient methods to generate a USPS Return Services label:

- Print and Deliver Return Label Service.
- Application Programming Interface (API).
- USPS Merchant Returns Label Tool.
- Privately printed labels must be certified. Certification instructions are on Page 39.

See the Label Printing Options section on Page 35 for more details.

Label instructions Merchants are required to include instructions on how consumers should apply the return shipping label to a box. See Page 41 for more information.

USPS Tracking If a merchant wishes to receive Scan Event Extract Files of USPS Return Services packages in the postal network, the USPS OIS will set up the details for the file exchange.

Pricing process An initial average uniform price is established based on historical shipping data or forecasted returns volume. As USPS Return Services items are presented at a USPS retail location, package information is captured for the sampling process.

At the end of each month the average uniform per piece price is recalculated and the rate is adjusted on the 11th day of the following month. The Sampled Pieces Report lists each package that was sampled and the new calculated price per piece using this formula:

$$\begin{array}{ccccc} \text{Sum of the prices for all} & & \text{Total number of pieces in} & & \text{Price for each returns} \\ \text{pieces of a single class} & & \text{that mail class included} & & \text{piece for that mail class} \\ \text{included in a sample set} & \div & \text{in the sample set (past} & = & \text{that is sent via Scan} \\ \text{(past three months)} & & \text{three months)} & & \text{Based Payment (SBP)} \end{array}$$

Reports BCG is a portal to access PostalOne! reports for transactions and permit information.

SBP reports include:

- Postage Statement Summary Report — Total amount of postage paid each day.
- Pieces Paid Report — Total postage for each individual package.
- Duplicate Parcels Report — Any packages with duplicate IMpb.
- Labels Created Report — Packages that use a label created through the Merchant Returns Label Tool.

- Pieces Pending Report — Packages that have not been delivered but are enroute.
- Sampled Pieces Report — Sampled packages including weight and postage; also displays a projected average per-piece price.

Exhibit 6: PostalOne! SBP report example

Marketplace Can View Sampled Data

Total Pieces Sampled is the sum of all sampled packages for all three mail classes

Monthly Sampling Summary

Sampled Pieces Report

Total SBP Records Processed:

Total Pieces Sampled: 127

Computation of Average per Piece Price:

Total postage of sampled pieces:	Divided by	Total pieces sampled:	Equals	Average Per Piece Postage:
First-Class Package Return Service	\$151.96	35	=	\$2.71
Ground Return Service	\$160.20	22	=	\$7.28
Priority Mail Return Service	\$309.31	35	=	\$8.24

Sampled Pieces Report shows information about each piece sampled, including weight, destination ZIP code, and postage

Projected average per piece price: \$19.39

Delete	Date Of Sample Collection	PKC	Package ID	Mail ID	Sample Source	Sampling Facility Type	ZIP Code Where Sampled	Destination ZIP Code	Mail Class	Sample Weight	Sample Postage
<input type="checkbox"/>	01/01/2012	9202290000001678788266	7678826	9000000616	POS		50311	50311	Ground Return Service	40.57	\$31.67
<input type="checkbox"/>	01/01/2012	9202290000001656088407	5608840	9000000616	POS		15683	15683	Ground Return Service	39.60	\$27.25
<input type="checkbox"/>	01/01/2012	9202290000001626488429	2648842	9000000616	POS		15683	15683	Ground Return Service	42.58	\$28.74
<input type="checkbox"/>	01/01/2012	9202290000001626488439	2648843	9000000616	POS		15683	15683	Ground Return Service	43.58	\$29.23

This screenshot is the marketplace view of the SBP module in PostalOne! (<https://gateway.usps.com/bcg/login.htm>) where the marketplace can view a summary of the monthly sampling.

CAPS reports include transaction history and permit fee information. The reports can be filtered by location and date. The reports are accessible 24/7 and can be imported by the user. See CAPS reports on Page 46 for examples.

How to get started The USPS Return Services Start-Up Checklist on the next page explains steps necessary to begin using USPS Return Services.

USPS Return Services Start-Up Checklist

Exhibit 7: USPS Return Services Start-Up Checklist

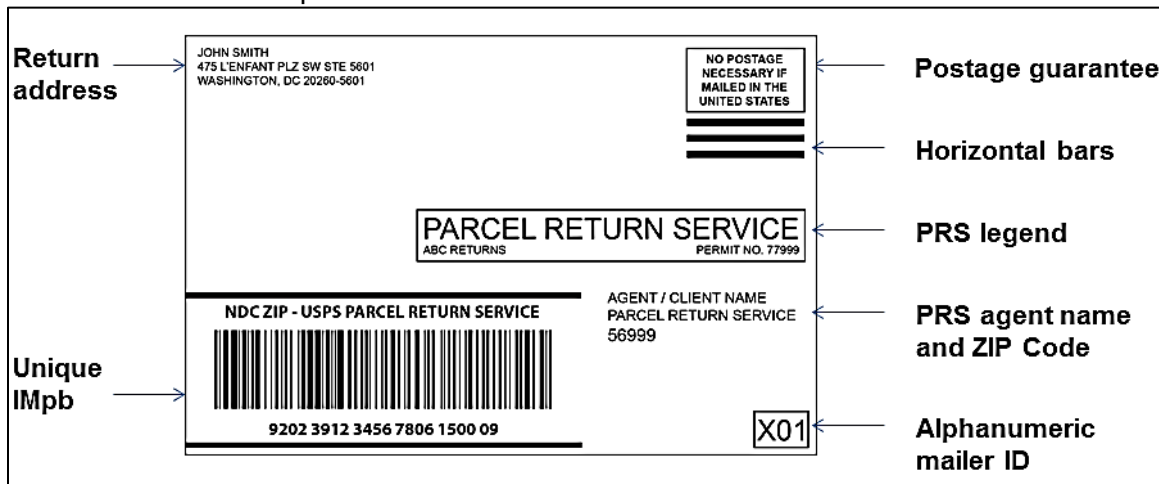
USPS Return Services (Scan Based Payment Returns) Start-Up Checklist				Merchant Name	
Step	Activity or Requirement	Initiation	Completion	Information Source	
<input type="checkbox"/> 1	Establish MRS permit (Local or National if multiple returns locations)	Merchant	Local permit: Postmaster or Business Mail Entry Unit; National permit: USPS Operations Integration Specialist (OIS)	PS Form 3815, <i>Mailing Permit Application and Customer Profile</i> ; http://about.usps.com/form/s/all-form.s.htm	
<input type="checkbox"/> 2	Establish CAPS debit account	Merchant	CAPS Service Center	PS Form 6001, <i>Centralized Account Processing System (CAPS) Account Application</i> ; PS Form 6002, <i>Accounts and Services to be Paid Through CAPS</i> ; PS Form 6003, <i>Centralized Account Processing System (CAPS) Electronic Funds Transfer Authorization Agreement</i> ; https://caps.usps.gov/	
<input type="checkbox"/> 3	Establish unique Mailer ID	Technical Integration Specialist (TIS)	TIS/Business Customer Gateway (BCG)	Merchant	
<input type="checkbox"/> 4	Set up Scan Data Extract File, if requested	Technical Integration Specialist (TIS)	TIS/BCG	Merchant	
<input type="checkbox"/> 5	Determine label print method(s)	Technical Integration Specialist (TIS)	TIS/BCG	Sales	
<input type="checkbox"/> 5a	SBP API	Technical Integration Specialist (TIS)	OIS	Merchant Returns Label Tool	
<input type="checkbox"/> or 5b	Merchant Returns Label Tool	Operations Integration Specialist (OIS)	TIS/BCG	Merchant	
<input type="checkbox"/> or 5c	Privately Printed Labels	Merchant	Merchant	PS Form 5052, <i>Printer Certification Submission</i> http://about.usps.com/form/s/all-form.s.htm	
<input type="checkbox"/> 6	Set up access to SBP Activity Reports	Technical Integration Specialist (TIS)	TIS/BCG	Sales	
Merchant Address					
Merchant Contact Name					
Merchant Contact Phone					
Merchant Contact email					
MRS Permit Number			USPS Sales Contact		
Issuing Post Office Street Address			TIS Contact		
Issuing Post Office City, State ZIP Code			BMEU Contact		
Issuing Post Office Contact (name/phone)			BSN Contact		

USPS Return Services (Scan Based Payment Returns) Start-Up Checklist

Parcel Return Service (PRS)

PRS is a workshare returns product with the Postal Service as the first-mile carrier. The Postal Service consolidates the PRS packages at postal processing facilities for pickup by a reverse logistics provider. A reverse logistics provider picks up the packages at an origin postal facility and delivers them to the merchant's returns facility. PRS labels must include a unique 569XX ZIP Code and client code. This workshare returns product is designed to bypass destination postal processing facilities.

Exhibit 8: PRS label example



Often, the consumer's merchandise refund is reduced to cover the postage and handling cost for this process. PRS return labels are sometimes called convenience labels because free Package Pickup is available by the Postal Service, combined with more than 31,000 potential USPS retail locations available for package drop-off, makes it convenient for consumers to induct PRS returns packages.

Volume Companies that wish to become an approved PRS reverse logistics provider must have sufficient volume to justify participation and retrieve packages on a regular basis from every Network Distribution Center (NDC) (every 48 hours) and/or every listed Sectional Center Facility (SCF) (every 24 hours), and designated delivery units.

Service choices Ground transportation.

Extra Services USPS Tracking is included in the Intelligent Mail package barcode (IMpb). Certificate of Mailing is available, but can be purchased only by the mailer returning the parcel.

Calculating postage There are three PRS price categories:

- Parcel Return Service — Return Delivery Unit (RDU). Parcels returned to, and retrieved in bulk from, a designated delivery unit.
- Parcel Return Service — Return Section Center Facility (RSCF). Parcels returned to, and retrieved in bulk from, a designated SCF.
- Parcel Return Service — Return Network Distribution Center (RNDC). Parcels returned to, and retrieved in bulk from, a designated NDC.

Permits PRS reverse logistics providers must have a PRS permit and pay annual permit and account maintenance fees unless they ship one outbound within a year, as published in Notice 123, Price List. If a company wishes to become a PRS reverse logistics provider, follow permit application and onboarding instructions as described on Page 19 of this guide and in Domestic Mail Manual (DMM) 505 at <http://pe.usps.gov/text/dmm300/505.htm>.

Payment method PRS reverse logistics providers are required to have a Centralized Account Processing System (CAPS) advance deposit (trust) account. The reverse logistics provider must be authorized to use the Electronic Verification System (eVS) for the submission of a reverse manifest.

eVS The eVS is an electronic manifest mailing system that allows merchants to document and pay postage and Extra Services fees by transmitting electronic files to the Postal Service without generating hardcopy manifests, postage statements or clearance documents. For details, refer to DMM 705 at <http://pe.usps.gov/text/dmm300/705.htm>.

Mailer ID (MID) The MID number is a six- or nine-digit numeric code assigned to a mailer based on annual mail volume as verified by USPS. MIDs are used to identify the mail owner, mail preparer or service provider and can be used to determine the recipient(s) of mailing and piece-level information. Mailers may have multiple MIDs, as some postage payment processes or special applications may require a MID that is unique only to a specific purpose. For example, a unique MID is required to participate in USPS Return Services and PRS-Full Network.

If merchants want to track only returns packages, they can obtain a MID on their own through the Business Customer Gateway (BCG) at <https://gateway.usps.com/eAdmin/view/signin>. Merchants wishing to access other services, such as label printing tools or Scan Event Extract Files, will require assistance from a USPS Sales Operations Integration Specialist (OIS). If the OIS encounters a technical issue, the OIS will engage a Technical Integration Specialist (TIS).

For assistance, merchants should contact their USPS Sales Executive. If a merchant does not have contact information for a USPS Sales Executive, they can request OIS contact information from their local postmaster, USPS Customer Service Manager or Business Mail Entry (BME) unit.

IMpb The merchant must design the USPS Return Services labels to contain their permit information and a unique IMpb.

Printing labels PRS labels must include a unique ZIP Code beginning with 569, assigned by the Postal Service, and a client code in the lower right corner. Labels must meet the requirements stated in Publication 199, *Intelligent Mail Package Barcode Implementation Guide*, and Parcel Labeling Guide at: <https://ribbs/index.cfm?page=intellmailpackage>. Merchants must privately print PRS return shipping labels. The labels must be certified by the National Customer Support Center (NCSC) prior to distributing labels to customers. See the Label Certification section on Page 41.

Label instructions Merchants are required to include instructions on how consumers should apply the return shipping label to a box. See Page 41 for more information.

Tracking PRS labels generally include two tracking barcodes: an IMpb for Postal Service processing and tracking, and the proprietary barcode of the logistics provider. The IMpb will only

provide visibility while the package is in the postal network. For end-to-end visibility you will have to work with the logistics provider of your choice to obtain consolidated reports.

USPS systems support sending Scan Event Extract Files to clients of the reverse logistics providers. The client must coordinate details regarding the generation of the IMpb on the shipping label and the Mail Owner ID field with the PRS reverse logistics provider.

How to get started The PRS Start-Up Checklist on the next page explains what steps are necessary to begin using PRS.

Parcel Return Service Start-Up Checklist for Reverse Logistics Providers

Exhibit 9: PRS Start-Up Checklist for reverse logistics providers

Parcel Return Service (PRS) New Reverse Logistics Provider Start-Up Checklist					Merchant Name _____
N	Step	Activity or Requirement	Initiation	Completion	Information Source
<input type="checkbox"/>	1	Establish PRS Permit; Register for Participation	Merchant	Business Customer Gateway	PS Form 3815, Mailing Permit Application and Customer Profile; https://gateway.usps.com/bcg/login.htm
<input type="checkbox"/>	1a	Create User Account and My Profile Survey	Merchant	Business Customer Gateway	https://gateway.usps.com/bcg/login.htm
<input type="checkbox"/>	1b	Create Business Locations	Merchant	Business Customer Gateway	https://gateway.usps.com/bcg/login.htm
<input type="checkbox"/>	1c	Enroll in PRS; Complete Certification Questionnaire	Merchant	Business Customer Gateway	https://gateway.usps.com/bcg/login.htm
<input type="checkbox"/>	1d	Manage Shipping Locations	Merchant	Business Customer Gateway	https://gateway.usps.com/bcg/login.htm
<input type="checkbox"/>	2	Manage payment accounts	Merchant	Business Customer Gateway	https://gateway.usps.com/bcg/login.htm
<input type="checkbox"/>	2a	Link Permit Account to PRS Company Profile	Merchant	Business Customer Gateway	PRS company profile screen
<input type="checkbox"/>	2b	Application Fee	Merchant	PostalOne!	Adjustment to CAPS account IF new PRS permit is established.
<input type="checkbox"/>	2c	Annual Mailing Fees	Merchant	Submit with application (Step 4)	Applicable permit and account maintenance fees.
<input type="checkbox"/>	2d	Establish Centralized Account Processing System (CAPS) Debit Account	Merchant	CAPS Service Center	PS Form 6001, Centralized Account Processing System (CAPS) Account Application; PS Form 6002, Accounts and Services to be Paid Through CAPS; 6003, Centralized Account Processing System (CAPS) Electronic Funds Transfer Authorization Agreement; https://caps.usps.gov/ ; Link accounts to eVS Washington DC 20260.
<input type="checkbox"/>	3	Obtain Mailer ID (MID)	Merchant	Business Customer Gateway	Select Program Type: "Electronic Verification System (eVS) for Package Products"
<input type="checkbox"/>	3	Submit PRS Letter	Merchant	Business Mailer Support	Letter containing information as stated in Domestic Mail Manual (DMM) 505.5, http://pe.usps.gov/text/dmm/300/505.htm#5_0 ; email to evs@usps.gov

Parcel Return Service (PRS) New Reverse Logistics Provider Start-Up Checklist

**Parcel Return Service (PRS) New Reverse Logistics Provider
Start-Up Checklist**

Merchant Name _____

✓	Step	Activity or Requirement	Initiation	Completion	Information Source
<input type="checkbox"/>	4	eVS activation: Create Shipping Services Test File	Merchant	eVS Helpdesk	New customers must use Shipping Services File Format Version 1.6 or higher. Publication 199, <i>Intelligent Mail Package Barcode (IMpb) Implementation Guide</i> . https://ribbs/intelligentmail_package/documents/tech_guide/PS199/IMPBmpGuide.pdf
<input type="checkbox"/>	4a	Transmit Shipping Services Test File	Merchant	Confirmation Services Support Team	Do not submit test files until registration in Business Customer Gateway is completed.
<input type="checkbox"/>	4b	Review and Certification of Shipping Services Test File	Merchant	Confirmation Services Support Team	A confirmation/error/warning report will be sent to PTRTEM logon account. The Confirmation Services Support Team will communicate via email when the file has passed certification.
<input type="checkbox"/>	5	Create Shipping Services Test Labels	Merchant	Confirmation Services Support Team	Label PICs must contain your MID, must be unique, and must be contained in the shipping services test file; PS Form 5052, <i>Confirmation Services Printer Verification</i> . Mail to ATTN: eVS HELP DESK, NATIONAL CUSTOMER SUPPORT CENTER, 225 N HUMPHREYS BLVD STE 501, MEMPHIS TN 38188-1001. The Confirmation Services Support Team will communicate via email when the labels have passed certification.
<input type="checkbox"/>		Specify processing and delivery details	Merchant	BCG	
<input type="checkbox"/>		Submit agent authorization to each pick up facility	Merchant		PS Form 3801, <i>Standing Delivery Order</i> ; http://about.usps.com/forms/ps3801.pdf
<input type="checkbox"/>		Review and Certification of Shipping Services Test File and Labels	Merchant	Confirmation Services Support Team	A confirmation/error/warning report will be sent to PTRTEM logon account. The Confirmation Services Support Team will communicate via email when the file has passed certification.
<input type="checkbox"/>		Review, Sign and Submit Service Agreement	Merchant	Business Mailer Support	Review, sign and return Service Agreement to MANAGER BUSINESS MAILER SUPPORT, USPS, 475 L'ENFANT PLAZA SW RM 3676, WASHINGTON DC 20260-3676.

Parcel Return Service (PRS) New Reverse Logistics Provider Start-Up Checklist

Parcel Return Service (PRS) New Reverse Logistics Provider**Start-Up Checklist**

Merchant Name _____

Step	Activity or Requirement	Initiation	Completion	Information Source
For more onboarding details, see Publication 199, <i>Intelligent Mail Package Barcode (IMpb) Implementation Guide</i> , Appendix Q. https://ribbs.intelligentmail_package/documents/tech_guides/PUB199IMPBImpGuide.pdf				

Merchant Address	
Merchant Contact Name	
Merchant Contact Phone	
Merchant Contact email	

BPRS Permit Number		USPS Sales Contact	
Issuing Post Office Street Address		OIS Contact	
Issuing Post Office City, State ZIP Code		BMEU Contact	
Issuing Post Office Contact (name/phone)		BSN Contact	

Parcel Return Service (PRS) New Reverse Logistics Provider Start-Up Checklist

Parcel Return Service (PRS) – Clients of a Reverse Logistics Provider

PRS is a workshare returns product with the Postal Service as the first-mile carrier, working in coordination with a reverse logistics provider that picks up the packages at an origin postal facility and delivers them to the merchant's returns facility. The Postal Service consolidates the PRS packages at postal processing facilities for pickup by a reverse logistics provider. PRS pieces must include a unique 569XX ZIP Code and special markings. This workshare returns product is designed to bypass destination postal processing facilities.

Often, the consumer's merchandise refund is reduced to cover the postage and handling cost for this process. PRS return labels are sometimes called convenience labels because free Package Pickup by the Postal Service, combined with more than 31,000 potential retail locations available for package drop-off, makes it convenient for consumers to induct PRS returns packages.

Exhibit 10: PRS label example



Volume Volume thresholds for individual clients are established by the reverse logistics provider.

Service choices Ground transportation.

Extra Services USPS Tracking is included in the Intelligent Mail package barcode (IMpb). Certificate of Mailing, when the fee is paid by the mailer returning the parcel, is available as an Extra Service.

Calculating postage The reverse logistics provider establishes prices for their clients.

Permits Clients of a PRS reverse logistics provider do not need a permit.

Payment method Determined by the logistics provider.

Mailer ID (MID) The MID number is a six- or nine-digit numeric code assigned to a mailer based on annual mail volume as verified by the USPS. MIDs are used to identify the mail owner, mail preparer or service provider and can be used to determine the recipient(s) of mailing and piece-level information. Mailers may have multiple MIDs, as some postage payment processes or special applications may require a MID that is unique only to a specific purpose. If merchants only want to track returns packages, they can obtain a MID on their own through Business Customer Gateway (BCG) at <https://gateway.usps.com/eAdmin/view/signin>. Merchants wishing to access other services, such as label printing tools or Scan Event Extract Files, will require assistance from a USPS Sales Operations Integration Specialist (OIS). If the OIS encounters a technical issue, the OIS will engage a Technical Integration Specialist (TIS).

For assistance, merchants should contact their USPS Sales Executive. If a merchant does not have contact information for a USPS Sales Executive, they can request OIS contact information from their local Postmaster, USPS Customer Service Manager or Business Mail Entry (BME) unit.

IMpb The merchant must design the USPS Return Services labels to contain their permit information and a unique IMpb.

Printing labels PRS labels must include a unique ZIP Code beginning with 569, assigned by the Postal Service, and a client code in the lower right corner. Labels must meet the requirements stated in Publication 199, *Intelligent Mail Package Barcode Implementation Guide*, and Parcel Labeling Guide at: <https://ribbs/index.cfm?page=intellmailpackage>. Privately printed labels must be certified by the National Customer Support Center. See Label Printing Options on Page 35 for more details.

Merchants may create and distribute PRS return shipping labels using Print and Deliver Return Label Service. See Page 39 for more details.

Label instructions Merchants are required to include instructions on how consumers should apply the return shipping label to a box. See Page 41 for more information.

Tracking PRS labels generally include two tracking barcodes: IMpb for Postal Service processing and tracking, and the proprietary barcode of the logistics provider. The IMpb will only provide visibility while the package is in the postal network. For end-to-end visibility you will have to work with the logistics provider of your choice to obtain consolidated reports.

USPS systems support sending Scan Event Extract Files to clients of the reverse logistics providers. The client must coordinate details regarding the generation of the IMpb on the shipping label and the Mail Owner ID field with the PRS reverse logistics provider.

How to get started Consult a USPS Sales Executive or contact an approved logistics provider for more information by following this link: <https://www.usps.com/business/parcel-return-service.htm>.

Bulk Parcel Return Service (BPRS) Endorsement Only

BPRS is designed for shippers of Parcel Select Lightweight or Standard Mail machinable packages as a solution to handle both unopened refused and undeliverable-as-addressed packages, and opened relabeled packages.

Volume There is a minimum volume threshold of 10,000 eligible return packages per year to each returns location.

Service choices This service is restricted to regular or Nonprofit Standard Mail and Parcel Select Lightweight machinable packages. Packages sent by Media Mail, Bound Printed Matter or Library Mail are not eligible for this service.

Extra Services USPS Tracking is the only Extra Service permitted.

Calculating postage Packages are charged a flat per-piece fee, regardless of zone. See Notice 123 for current prices at <http://pe.usps.gov/text/dmm300/Notice123.htm>. Customer will be responsible for paying the \$3.10 per piece charge. Require IMpb with USPS Tracking STC for Returns visibility

Address Change Service (ACS) account If the merchant wishes to receive address changes electronically at a reduced cost, the merchant must establish an ACS account.

- ACS001, ACS Enrollment Form:
https://ribbs.usps.gov/acs/documents/tech_guides/eACS001.PDF.
- EPF001, Electronic Product Fulfillment Web Access Request Form:
http://ribbs.usps.gov/forms/documents/tech_guides/ps5116.pdf.

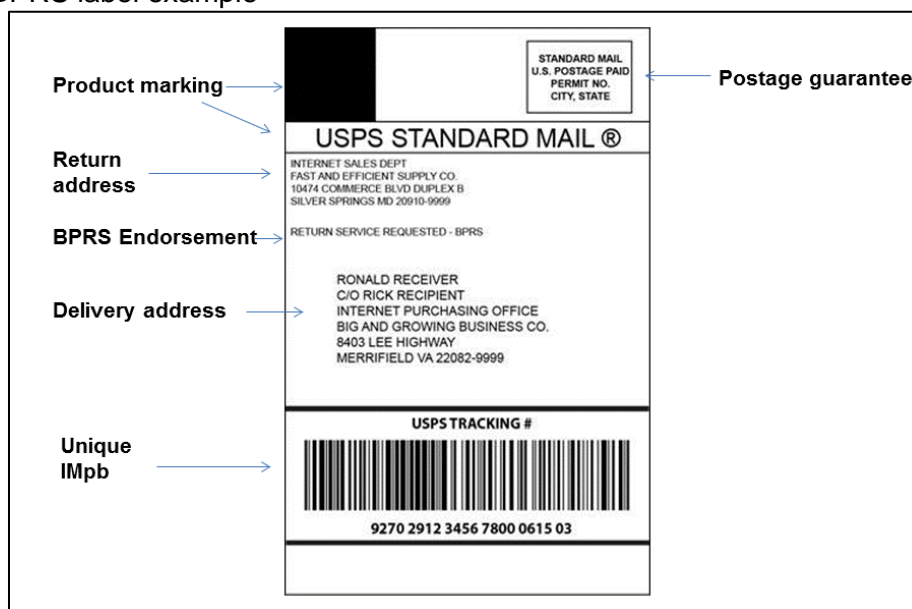
Payment method Local advance deposit account or Centralized Account Processing System (CAPS) trust or debit account. See the Payment section on Page 46 for more details.

Mailer ID The mailer identifier (MID) number is a six- or nine-digit numeric code assigned to a mailer based on annual mail volume as verified by USPS. Mailers may have multiple MIDs. MIDs are used to identify the mail owner or mail preparer or service provider and can be used to determine the recipient(s) of mailing and piece-level information.

Label printing Merchants must privately print BPRS labels. The optional BPRS labels must be certified by the National Customer Support Center prior to distribution. PS Form 5052, *Printer Certification Submission*, must accompany the labels. This form is available at: <http://about.usps.com/forms/ps5052.pdf>. See the Label Printing Options section on Page 35 for more details.

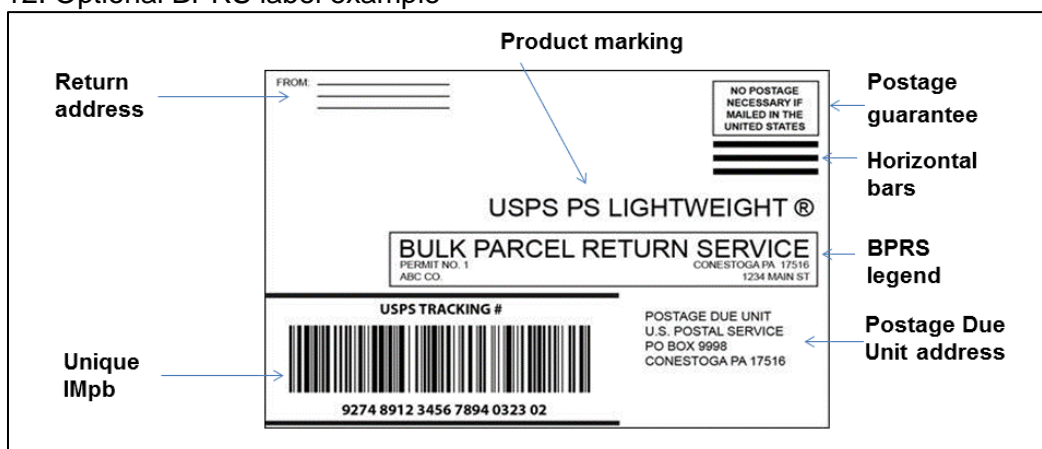
The shipper must print one of the following endorsements below the return address of outbound shipping labels if they want to receive Bulk Parcel Return Service for unopened undeliverable-as-addressed and refused packages: "Return Service Requested — BPRS" or "Address Service Requested — BPRS."

Exhibit 11: BPRS label example



Merchants may also pay BPRS prices for opened and refused or return-to-sender packages if the optional BPRS label is provided inside the package and affixed by the customer. This label allows the customer to open the package before deciding if they wish to keep it or return it.

Exhibit 12: Optional BPRS label example



Reports The Business Customer Gateway is a portal to access PostalOne! reports for transactions and permit information. Centralized Account Processing System (CAPS) reports include transaction history and permit fee information. The reports can be filtered by location and date.

How to get started Contact a USPS Sales Executive for assistance. If you do not know your USPS Sales Executive, simply ask your local Postmaster or Business Mail Entry staff for contact information.

After a written request is approved, the Postmaster issues a BPRS permit number and a postage due service agreement. The application process is described in the Domestic Mail Manual (DMM505) at http://pe.usps.gov/text/dmm300/505.htm#7_0.

Bulk Parcel Return Service Start-Up Checklist

Exhibit 13: Bulk Parcel Return Service Start-Up Checklist

Bulk Parcel Return Service (BPRS) Start-Up Checklist				Merchant Name _____	
N	Step	Activity or Requirement	Initiation	Completion	Information Source
<input type="checkbox"/>	1	Establish BPRS account	Merchant	Postmaster or Business Mail Entry Unit	Sales (Letter to Postmaster: volume, description, pickup/delivery, label samples, payment agreement as described in DMM 505.7; http://pe.usps.gov/text/dmm300/dmm300_landing.htm)
<input type="checkbox"/>	1a	Establish advance deposit account	Merchant	Postmaster or Business Mail Entry Unit	
<input type="checkbox"/>	or 1b	Establish CAPS account, trust or debit	Merchant	CAPS Service Center	PS Form 8001, Centralized Account Processing System (CAPS) Account Application; PS Form 8002, Accounts and Services to be Paid Through CAPS; PS Form 8003, Centralized Account Processing System (CAPS) Electronic Funds Transfer Authorization Agreement; https://caps.usps.gov/
<input type="checkbox"/>	2	Outbound shipping labels with a BPRS ancillary service endorsement for unopened UAA/Refused packages requesting electronic address corrections (ACS), must establish an ACS account ¹	Merchant	ACS Department at National Customer Support Center	ACS001, ACS Enrollment Form; https://hibbs.usps.gov/acs/documents/tech_guides/ACS001.PDF EPF001, Electronic Product Fulfillment Web Access Request Form, http://hibbs.usps.gov/forms/documents/tech_guides/p5116.pdf
<input type="checkbox"/>	3	Establish Mailer ID	Operations Integration Specialist (OIS)	OIS/Business Customer Gateway (BCG)	Merchant
<input type="checkbox"/>	4	Set up Scan Data Extract File	Operations Integration Specialist (OIS)	OIS/BCG	Merchant
<input type="checkbox"/>	5	Certify privately printed labels	Merchant	Merchant	PS Form 5052, Printer Certification Submission http://about.usps.com/form5052-form.htm
Merchant Address					
Merchant Contact Name					
Merchant Contact Phone					
Merchant Contact email					
BPRS Permit Number			USPS Sales Contact		
Issuing Post Office Street Address			OIS Contact		
Issuing Post Office City, State ZIP Code			BMEU Contact		
Issuing Post Office Contact (name/phone)			BSN Contact		

¹ Mailers who do not want electronic address corrections do not need an ACS account. Their address change notices will be charged the manual address correction fee. The returned parcels will receive the BPRS flat rate. Mailers who opt to use the optional BPRS return label for opened and relabeled packages do not need an ACS account.

Bulk Parcel Return Service (BPRS) Start-Up Checklist

Business Reply Mail (BRM) Parcels

BRM enables merchants to create prepaid return labels for the use of their customers. Although primarily intended for letters and flats, BRM also enables merchants to create BRM labels that can be applied to parcel-shaped mailpieces. BRM postage is assessed only when the label is used. A per-piece fee is applied to each mailpiece in addition to the applicable First-Class Mail or Priority Mail postage. Effective January 2015, BRM labels used on First-Class Mail parcels and on all Priority Mail pieces must include a unique Intelligent Mail package barcode (IMpb).

Volume There are no minimum volume requirements.

Service choices Product categories are:

- First-Class Mail parcels
- Priority Mail

Extra Services USPS Tracking is included with the (IMpb). No other Extra Services are allowed.

Calculating postage Mailpieces are individually weighed and zone-rated, as applicable.

Permits A BRM permit is required. PS Form 3615, *Mailing Permit Application and Customer Profile*, is available at the local Post Office or online at <http://about.usps.com/forms/all-forms.htm>.

Payment method Postage is collected from an advance deposit account or Centralized Account Processing System (CAPS) account. The Payment section on Page 46 contains more information on these payment options.

Mailer ID The mailer identifier (MID) number is a six- or nine-digit numeric code assigned to a mailer based on annual mail volume as verified by USPS. Mailers may have multiple MIDs. MIDs are used to identify the mail owner or mail preparer or service provider and can be used to determine the recipient(s) of mailing and piece-level information.

Printing BRM labels Merchants must privately print BRM labels as described in the Parcel Labeling Guide and Publication 199, *Implementation Guide for Intelligent Mail Package Barcode (IMpb)*. Privately printed BRM labels with IMpb must be certified by the National Customer Support Center. See Page 41 for details on the certification process.

USPS Tracking USPS Tracking is included when the merchant prints a unique IMpb on each label. The merchant can register in Business Customer Gateway (BCG) to receive the Scan Event Extract File of BRM mailpieces.

Reports BCG is a portal to access PostalOne! reports for transactions and permit information. CAPS reports include transaction history and permit fee information. The reports can be filtered by location and date.

How to get started See the BRM Parcels Start-Up Checklist on the next page.

Business Reply Mail Parcels Start-Up Checklist

Exhibit 14: Business Reply Mail Parcels Start-Up Checklist

Business Reply Mail (BRM) Parcels Start-Up Checklist				Merchant Name _____	
%	Step	Activity or Requirement	Initiation	Completion	Information Source
<input type="checkbox"/>	1	Establish BRM permit	Merchant	Postmaster or Business Mail Entry Unit (BMEU)	PS Form 3815, <i>Mailing Permit Application and Customer Profile</i> ; http://about.usps.com/forms/all-forms.htm
<input type="checkbox"/>	2	Establish postage payment account	Merchant	Postmaster or Business Mail Entry Unit	Postmaster or Sales
<input type="checkbox"/>	2a	Establish and fund advance deposit account	Merchant	Postmaster or Business Mail Entry Unit	Postmaster or Sales
<input type="checkbox"/>	2b	Establish Centralized Account Processing System (CAPS) account, trust or debit (optional)	Merchant	CAPS Service Center	PS Form 6001, <i>Centralized Account Processing System (CAPS) Account Application</i> ; 6002, <i>Accounts and Services to be Paid Through CAPS</i> ; 6003, <i>Centralized Account Processing System (CAPS) Electronic Funds Transfer Authorization Agreement</i> ; https://caps.usps.gov/
<input type="checkbox"/>	3	Obtain Mailer ID (MID), if tracking is requested	Merchant	USPS Operations Integration Specialist (OIS)	Request OIS contact information from local Sales contact, Postmaster or Business Mail Entry Unit
<input type="checkbox"/>	4	Request Scan Data Extract Files, if requested	Merchant	USPS Operations Integration Specialist (OIS)	Request OIS contact information from local Sales contact, Postmaster or Business Mail Entry Unit
<input type="checkbox"/>	5	Privately Printed Labels (Certification Required)	Merchant	Certification by National Customer Support Center	Label format instructions are provided in Domestic Mail Manual (DMM) 505 at http://pe.usps.gov/text/dmm300/505.htm#1_0 ; Complete PS Form 5052, <i>Printer Certification Submission</i> http://about.usps.com/form s/all-form s.htm and submit 10 sample labels
Merchant Address					
Merchant Contact Name					
Merchant Contact Phone					
Merchant Contact email					
MRS Permit Number			USPS Sales Contact		
Issuing Post Office Street Address			OIS Contact		
Issuing Post Office City, State ZIP Code			BMEU Contact		
Issuing Post Office Contact (name/phone)			BSN Contact		

Business Reply Mail (BRM) Parcels Start-Up Checklist

Return on Your Own (ROYO)

Many merchants choose to let consumers ship returned merchandise back at their own expense.

The Postal Service makes it easier for consumers to ship the Postal Service with online label printing and free Package



returns with Pickup.

Consumers can conduct a ROYO transaction in the following ways:

- Create a return shipping label online through Click-N-Ship at <https://cns.usps.com>.
- Conduct a ROYO transaction at a USPS retail location.
- Conduct a ROYO transaction at a USPS self-service kiosk at a USPS location. To find a self-service kiosk location, go to: <https://tools.USPS.com/go/POLocatorAction!input.action>. Be sure to select “Self-Service Kiosks” in the “Location Types” field.

Volume There is no minimum volume.

Service choices The consumer can select the following products at retail prices:

- First-Class Package Return™ Service
- Priority Mail Return Service
- Ground Return Service

Extra Services USPS Tracking is included in the retail price for Priority Mail and Standard Post return packages. The consumer can add retail Extra Services, such as insurance, as applicable for the product.

Calculating postage Postage is determined using single-piece retail prices for the service used.

Permits No permits are required.

Payment method Postage is paid by the consumer.

Label Printing Options

Merchants may include return shipping labels with the merchandise order, print and mail a return label or generate a PDF image and email or text it to their customer. Below are brief descriptions of the label printing options.

Application Programming Interface (API)

An API on a merchant's website works behind the scenes to create a return shipping label with Intelligent Mail package barcode (IMpb).

- Web Tools API for Merchandise Return Service (MRS) labels. Follow this link to access the user's guide: <https://www.usps.com/business/web-tools-apis/merchandise-return-service-label-api.htm>
- USPS Return Services shipping label. Follow this link to access the user's guide: https://ribbs.usps.gov/merchantreturns/documents/tech_guides/MerchantReturnsDomesticAPI.pdf

USPS Merchant Returns Label Tool

The Postal Service sets up a custom label template and URL Web address.


- MRS labels
- USPS Return Services labels


The return shipping labels can be made available to customers as follows:

- The merchant can post the link on their website to redirect the consumer to USPS.com to create a MRS or USPS Return Services label.
- The merchant can email or text the customized URL (Web address) to their customers so the customer can print the label themselves.
- The call center option enables the merchant's call center agents to create a MRS or USPS Return Services label that can be:
 - Sent via email or text as a JPG file.
 - Printed and mailed to the customer.

The following screen shots demonstrate how easy it is to use the Merchant Returns Label Tool.

Exhibit 15: USPS Merchant Returns Label Tool Customer Self-Service input screen


Customer Self-Service



Generating a Returns Label is as Easy as 1-2-3.

Fill out a couple simple pieces of information, and you'll be on your way. We'll help you get your shipping label in minutes.

* Denotes a required field

Merchant Information

Merchant Name:
Vinayak's Videos
RMA:
P5746

Enter Your Address Information


Customer Name:
JOHN DOE
Street Address:
475 L'ENFANT PLZ SW
City:
WASHINGTON
State:
DC - District of Columbia
ZIP:
20260


Enter Package & Shipping Information

Merchandise Description:
SWEATSHIRT
Please describe what you are returning, e.g. "Fragile Glass"
Service Type:
Parcel Post - Merchandise Return Service
Bound Printed Matter - Merchandise Return Service
First-Class - Merchandise Return Service
Library Mail - Merchandise Return Service
Media Mail - Merchandise Return Service
Parcel Post - Merchandise Return Service
Priority Mail - Merchandise Return Service

Next

Exhibit 16: USPS Merchant Returns Label Tool Customer Self-Service label print screen


Customer Self-Service



Your Label is Ready!

Now just select a way to have your label delivered, and we'll get it to you. You may only print or email your label **once** - after you select one of the two options below, you will be redirected away from this page.

Labels are generated in PDF format. [Get Adobe PDF Reader](#)

Shipping Information

Merchant Name:
Vinayak's Videos
RMA:
P5746
Customer Name:
JOHN DOE
Customer Address:
475 Lenfant Plz SW
Washington, DC, 20260-0004
Merchandise Description:
SWEATSHIRT
Label Type:
Parcel Post - Merchandise Return Service

How Would You Like Your Label Delivered?

☒ Print Label (PDF)
☐ Email

Please note that you may only Print or Email your label once. Once you click "Submit", you will not be able to retrieve your label again.

Go Back

Submit

Exhibit 17: USPS Merchant Returns Label Tool Customer Self-Service label

<p>FROM: JOHN DOE 475 LENFANT PLZ SW WASHINGTON DC 20260-0004</p> <p>POSTAGE DUE COMPUTED BY POSTAGE DUE UNIT POSTAGE TOTAL POSTAGE AND FEES DUE \$ _____</p>	<p>STANDARD POST</p> <p>0025</p>	<p>NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES</p>
<p>USPS TRACKING #</p> <p>9340 2699 3500 0000 4002 57</p>	<p>P5746</p> <p>MERCHANDISE RETURN LABEL</p> <p>PERMIT NO 12345 WASHINGTON DC 20004 USPS HQ RETURNS 475 LENFANT PLZ SW RM 54</p> <p>POSTAGE DUE UNIT US POSTAL SERVICE 475 LENFANT PLZ SW # 541 WASHINGTON DC 20260-0004</p>	
<p>RMA #: </p>		

<p>Online e-Label Record</p> <p>FROM: JOHN DOE 475 LENFANT PLZ SW WASHINGTON DC 20260-0004</p> <p>STANDARD POST PKG ID 9340 2699 3500 0000 4002 57</p> <p>ROUND DATE STAMP:</p> <p>MERCHANDISE RETURN MAILING ACKNOWLEDGMENT PERMIT NO 12345 WASHINGTON DC 20004 USPS HQ RETURNS 475 LENFANT PLZ SW RM 54</p> <p>JOHN DOE 475 LENFANT PLZ SW WASHINGTON DC 20260-0004</p>	<p>Mailing Instructions</p> <ol style="list-style-type: none"> 1. Please use a laser or laser-quality printer. 2. Adhere shipping label to package with tape or glue - DO NOT TAPE OVER BARCODES OR WHERE POSTAGE AND FEE INFORMATION IS TO BE RECORDED. Be sure all edges are secure and any previous delivery address and barcode is covered. Self-adhesive label is recommended. 3. Place label so that it does not wrap around edge of package. 4. Packages weighing 13 ounces or more may not be placed in Postal Service collection boxes. For information on Pickup options, go to usps.com. 5. Each shipping label number is unique and can be used only once - DO NOT PHOTOCOPY OR FAX. Only the original label can be accepted. 6. If mailing acknowledgement is required, the article and the Online e-Label Record must be presented at a Post Office.
--	---

Exhibit 18: USPS Merchant Returns Label Tool Customer Self-Service pickup screen

Customer Self-Service

Thank You for Shipping with USPS!

A pop-up window will display your PDF file. Please be patient – it may take a minute or two.

What do you do with your package now?

Now that you have your return shipping label, you can either drop your package off at a local post office or have it picked up at your front door. See information about both options below.

If you are finished and want to close this window, click on the "Exit" button below.

Your tracking number is **9302Z011990007509206**

Note: Tracking information will not be available until USPS receives your package.

Email Tracking Number
Exit

Option 1: Drop Off Your Package at a Local Post Office.

Your return package can be dropped off at local Post Office operated by the US Postal Service. If you would like to find post offices near the mailing address that you provided, click on the "Locate a Post Office" button below.

[Locate a Post Office](#)

Option 2: Have Your Package Picked Up At Home.

If you would like your mail carrier to pick up your package on the next Postal Delivery Day, please provide us with the following information.

Automatic (*) denotes required fields.

*Phone Number:

*Package Weight: lb oz

*Package Location by Address:

*Please Select a Location:

*Special Instructions:

*Maximum 6025 characters

*Email Address:

*To confirm package pickup, request changes or cancellations

*Confirm Email Address:

[Schedule Package Pickup](#)

Click-N-Ship for Business

This software can be downloaded without charge at: <https://www.USPS.com/business/click-n-ship-for-business.htm>.

- MRS labels

Exhibit 19: Click-N-Ship for Business electronic MRS label set-up screen

The screenshot shows the 'Click-N-Ship for Business' interface for setting up a Domestic Shipping Label. The 'Preferences' tab is active, displaying default settings for MRS labels. The interface is divided into several sections: 'General' (left sidebar), 'DEFAULT MRS LABEL RETAILER INFORMATION', 'DEFAULT MRS LABEL PACKAGE DETAILS', and 'DEFAULT MRS LABEL SERVICE OPTIONS'. The 'General' sidebar includes links for Package Pickup, Customs Form 2976, Customs Form 2976A, First-Class Mail® Letter, MRS Label (selected), International Label, Open and Distribute, Domestic Label, APO/FPO/DPO & PTAS, Import Options, Payment Options, and Custom Packages. The 'DEFAULT MRS LABEL RETAILER INFORMATION' section includes fields for Retailer Name, Address, Permit #, Issuing City, Issuing State (dropdown), and ZIP Code™. The 'DEFAULT MRS LABEL PACKAGE DETAILS' section includes fields for Weight (LBS/OZ), Service (dropdown), Insurance \$, and Package I.D. The 'DEFAULT MRS LABEL SERVICE OPTIONS' section includes checkboxes for USPS Tracking™, Use RMA # in Barcode, and Label Format (radio buttons for #10 Window Envelope (Left) and #10 Window Envelope (Right)). A 'RESET ALL PREFERENCES' button is located at the top right. At the bottom, there are 'Cancel' and 'Save' buttons, and a footer with navigation icons for Create Shipments, Import Orders, Shipping History, Return Labels, and USPS Tracking™, along with the copyright notice '©2014 United States Postal Service All Rights Reserved'.


Exhibit 20: Click-N-Ship for Business electronic MRS label creation input screen

The screenshot shows the 'Click-N-Ship for Business' interface for creating an Electronic Merchandise Return Service (MRS) label. The 'Label' tab is active, displaying input fields for Customer, Details, and Options. The 'Customer' section includes fields for Full Name, Street Address, Apt / Suite / Other, City, State (dropdown), ZIP Code™, and Email, with 'OPEN ADDRESS BOOK' and 'SAVE TO ADDRESS BOOK' buttons. The 'Details' section includes fields for Weight (LBS/OZ), Service (dropdown), Insurance \$, Package I.D., and RMA #, with 'CLEAR' and 'SAVE TO ADDRESS BOOK' buttons. The 'Options' section includes checkboxes for Email Label To Customer, Save Label To Cart, and Use RMA # in Barcode, and radio buttons for Label Format (#10 Window Envelope (Left) and #10 Window Envelope (Right)). A 'Submit' button is located at the bottom right. At the bottom, there are navigation icons for Create Shipments, Import Orders, Shipping History, Return Labels, and USPS Tracking™, along with the copyright notice '©2014 United States Postal Service All Rights Reserved'.

Click-N-Ship for Business Pro

Click-N-Ship Business Pro is downloadable software available from USPS that allows small and medium business mailers to generate shipping labels with IMpb and securely pay for postage via manifest files. Permit fee is waived on this application.

Outbound Products available: Priority Mail Express, Priority Mail, First-Class Package Return™ Service (Single-Piece), and Parcel Select Non-Presort.

UNITED STATES
POSTAL SERVICE®

USPS.COM | GATEWAY | HELP | SIGN OUT

>>

Click-N-Ship | Business Pro™Program SettingsBack to Enrollment Home

Program Summary	Click-N-Ship Business Pro (CNS BPro) Overview Click-N-Ship Business Pro™ (CNS BPro) is downloadable software from the Postal Service that allows small and medium business mailers to generate shipping labels with Intelligent Mail Package Barcodes (IMpb) and securely pay for postage via electronic manifest files. CNS BPro is free software available for business customers who ship 50 or more packages (or multiple packages with a combined weight of 50 or more pounds) in a typical mailing.												
Additional Contact Information Complete	CNS BPro provides label printing, electronic manifesting, secure postage payment, tracking and reporting for single-piece and non-presort packages including First-Class Package Service, Priority Mail, Priority Mail Express, and Parcel Select Nonpresort. CNS BPro will expand to include International shipments in April 2014.												
Manage Shipping Locations Complete	Enrollment Status - In Progress - 2 out of 6 steps completed Please complete all of the steps below to enroll.												
Manage Payment Accounts Incomplete	Enrollment Steps (6) <table><tr><td>[+] Additional Contact Information</td><td>- Complete</td></tr><tr><td>[+] Manage Shipping Locations</td><td>- Complete</td></tr><tr><td>[+] Manage Payment Accounts</td><td>- Incomplete</td></tr><tr><td>[+] Download Client Application</td><td>- Not Available</td></tr><tr><td>[+] Help Desk Approval</td><td>- Not Available</td></tr><tr><td>[+] Returns Account</td><td>- Optional</td></tr></table>	[+] Additional Contact Information	- Complete	[+] Manage Shipping Locations	- Complete	[+] Manage Payment Accounts	- Incomplete	[+] Download Client Application	- Not Available	[+] Help Desk Approval	- Not Available	[+] Returns Account	- Optional
[+] Additional Contact Information	- Complete												
[+] Manage Shipping Locations	- Complete												
[+] Manage Payment Accounts	- Incomplete												
[+] Download Client Application	- Not Available												
[+] Help Desk Approval	- Not Available												
[+] Returns Account	- Optional												
Returns Account Optional													

Print and Deliver Return Label Service

Print and Deliver Return Label Service is a USPS service that both generates and delivers a return shipping label and package return instructions to a customer on behalf of a participating merchant. It is used when a merchant authorizes their customer to return an item that has previously been purchased. To better manage inventory, the merchant can customize the delivery address on the Print and Deliver Return Label Service label to affect delivery to their returns facility or to a retail location. There is no fee for Print and Deliver Return Label Service. The merchant will be charged postage when the return article is deposited into the postal network.

The merchant can schedule, edit or cancel a Print and Deliver Return Label Service request online through the Business Customer Gateway (BCG) and the service is available for the following Returns products

- USPS Return Services
 - Priority Mail Return Service
 - First-Class Package Return™ Service
 - Ground Return Service
- Parcel Return Service

The Print and Deliver Return Label Service label can be:

- Delivered to customer's address
- Picked up by customer at a Post Office
- Picked up by customer at a self-service kiosk (available in October 2014)

Privately printed return shipping labels

A merchant can preprint their own return shipping labels following the guidelines published by USPS in Publication 199, *Intelligent Mail Package Barcode (IMpb) Implementation Guide for: Confirmation Services*, and Publication 205, *Electronic Verification System (eVS) Mailers* and the *Parcel Labeling Guide*. Privately printed shipping labels must be certified by the National Customer Support Center (NCSC) as explained in the Label Certification section on Page 41. You can find the guides online at:

https://ribbs.usps.gov/intelligentmail_package/documents/tech_guides/PUB199IMPBImpGuide.pdf

Click-N-Ship

Consumers can print a return shipping label and pay postage on Click-N-Ship.

- ROYO labels

Exhibit 21: Click-N-Ship shipping label start screen

Create Label | **Preferences** | **Shipping History** [Manage Address Book >](#)

* Indicates a required field

Where are you sending from?

Return Address [USE ADDRESS BOOK](#)

* Print and Last Name and/or Company Name

* First Name M.I. * Last Name

Company

* Street Address

Apt / Suite / Other

* City

* State * ZIP Code™

[Select State](#) [Select ZIP](#) 22124-1227

Your address will be standardized. [i](#)

Email

☐ Save this to my address book.

☐ I would like to get tracking notifications.
Get track and confirm notifications via email.

☐ I'm shipping from another ZIP Code™.
Print this as the return address, but I'm shipping from somewhere else.

Where are you sending to?

To Address [USE ADDRESS BOOK](#)

* Country

UNITED STATES

* Print and Last Name and/or Company Name

* First Name M.I. * Last Name

Company

* Street Address

Apt / Suite / Other

* City

* State * ZIP Code™

[Select State](#) [Select ZIP](#)

Your address will be standardized. [i](#)

Reference Number

Self-Service kiosk

Consumers can print and pay postage for return labels at a self-service kiosk. To find a self-service kiosk location, go to: <https://tools.USPS.com/go/POLocatorAction!input.action>. Be sure to select "Self-Service Kiosks" in the "Location Types" field.

Return shipping label instructions

If the merchant provides barcoded returns labels, they must also provide instructions for their consumers on how to use the returns shipping label. Written instructions must be provided with the return label that, at a minimum, directs the consumer to do the following:

- “Print your name and address neatly in the return address area of the label if it is not already preprinted.”
- “Attach the return label squarely onto the largest side of the package, centered if possible. Place the return label so that it does not fold over to another side. Do not place tape over any barcodes on the return label or any part of the return label where postage and fee information will be recorded.”
- “Obliterate any other addresses and barcodes on the outside of the package.”
- “Mail the labeled package at a Post Office, drop it in a collection box, leave it with your USPS carrier or schedule a Package Pickup at USPS.com.”

Label certification

If return shipping labels are printed from a source other than the USPS-supported Merchant Returns Label Tool, APIs or Click-N-Ship for Business, the return labels must be certified by the Postal Service. In addition to the technical standards in Publication 199, merchants must complete PS Form 5052, *Printer Certification Submission*, and submit 10 return labels to the NCSC from each printer that will be used. PS Form 5052 is posted on ribbs.usps.gov under the Document Locator tab at: <http://about.USPS.com/forms/ps5052.pdf> or on USPS.com at: <http://about.usps.com/forms/ps5052.pdf>.

ATTN: CONFIRMATION SERVICES CERTIFICATION SUPPORT
NATIONAL CUSTOMER SUPPORT CENTER
UNITED STATES POSTAL SERVICE
225 N HUMPHREYS BLVD STE 501
MEMPHIS TN 38188-1001
Phone: 877-264-9693 (7:00 AM - 5:00 PM Central Time)
Email: delivery.confirmation@usps.gov

The NCSC will issue a PS Form 3152, *Confirmation Services Certification*, to the contact listed on the PS Form 5052 when the return labels are certified. Once approved, the merchant must ensure that the return label quality is maintained.

For label specifications, refer to the *Parcel Labeling Guide* on RIBBS at: https://ribbs.usps.gov/barcode_cert/documents/tech_guides/ParcelLabelingGuide.pdf.

Visibility

USPS Returns packages including an Intelligent Mail package barcode (IMpb) receive an average of nine to 11 scans during postal processing. This section explains how merchants can receive insight into inbound returns packages if the merchant provides a barcoded return label to their customer.



Merchants can request that Scan Event Extract Files be sent electronically. The USPS Operations Integration Specialist (OIS) or Technical Integration Specialists (TIS) can assist with the data exchange.

These are scan events common to returns:

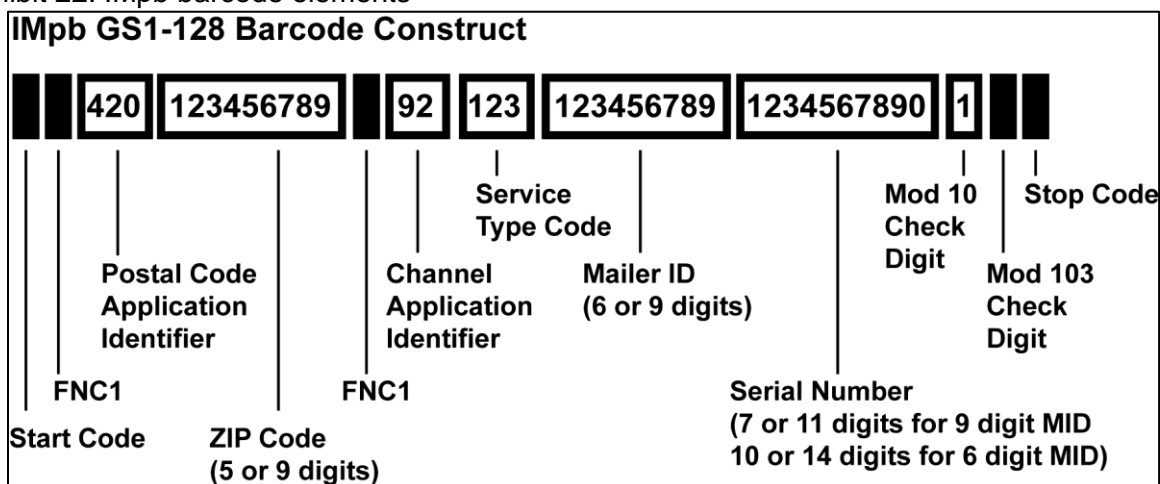
- Electronic Shipping Info Received
- Acceptance
- Dispatch to Sort Facility
- Arrive USPS Origin Sort Facility
- Depart USPS Sort Facility (Origin Facility)
- Arrive USPS Sort Facility (Destination Facility)
- Depart USPS Sort Facility (Destination Facility)
- Arrival at Unit
- Available for Pickup (PRS only)
- Picked Up by Agent (PRS only)
- Sorting Complete
- Out for Delivery
- Delivered

There are a number of other possible scan events not listed.

Merchants and their customers can perform individual package status queries at:
<https://tools.USPS.com/go/TrackConfirmAction!input.action>

Publication 199, *Intelligent Mail package barcode (IMpb) Implementation Guide*, and the *Parcel Labeling Guide* contain technical information to assist merchants who wish to design their own return labels. Go to <https://ribbs.usps.gov/index.cfm?page=intellmailpackage>.

Exhibit 22: IMpb barcode elements



The primary elements of the IMpb are explained below.

- **Postal Code Application Identifier (AI)** A specific three-digit GS1 Application Identifier used to designate the presence of a destination delivery ZIP Code. This field must always be “420” and precedes the destination ZIP Code. NOTE: The AI (420) and the ZIP Code (five- or nine-digit) are suppressed in the human-readable representation.
- **Destination ZIP Code** This field may be five or nine digits in length.
- **Channel Application Identifier** 92, 93, and 94. The channel application identifier must always be included, and is required to make the barcode unique. Merchants must include the channel application identifier as part of the tracking number.
- **Service Type Code (STC)** This three-digit field identifies the mail class, product and/or Extra Services combination. **NOTE:** STCs for the IMpb differ from the Intelligent Mail barcode (IMb) used for letters and flats.
- **Source Identifier** This two-digit field (not shown in the diagram above) identifies the type of online source: PC Postage vendor, postage meter or an internal USPS system such as Click-N-Ship. The source identifier is used only with Channel Application Identifier “94.” Source identifiers are assigned by the Postal Service and are unique to each PC Postage or meter vendor. Merchants using both six- and nine-digit MID will have a unique source identifier for each type.
- **Mailer ID (MID)** This field may be six or nine digits in length.
- **Serial Number** Every barcode shall contain a serial number. Commercial shippers may use a seven-, 10-, 11-, or 14-digit serial number, depending upon length of the MID. The serial number is required to remain unique for 180 days.

Mailer ID (MID) The MID number is a six- or nine-digit numeric code assigned to a mailer based on annual mail volume as verified by USPS. MID numbers are used to identify the mail owner, mail preparer or service provider and can be used to determine the recipient(s) of mailing and piece-level information. Mailers may have multiple MID numbers, as some postage payment processes or special applications may require a MID that is unique only to a specific purpose. For example, a unique MID is required to participate in USPS Return Services and Parcel Return Service-Full Network (PRS-Full Network).

If merchants want to track only returns packages, they can obtain a MID on their own through Business Customer Gateway (BCG) at <https://gateway.usps.com/eAdmin/view/signin>.

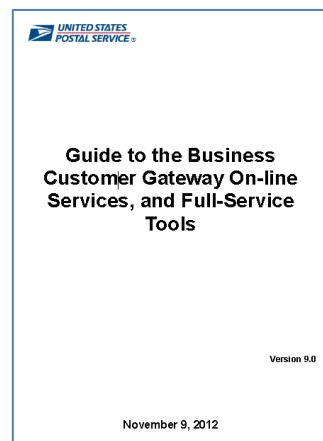
Merchants wishing to access other services, such as label printing tools or Scan Event Extract Files, will require assistance from a USPS Sales Operations Integration Specialist (OIS). If the OIS needs technical assistance, the OIS will engage a Technical Integration Specialist (TIS).

For assistance, merchants should contact their USPS Sales Executive. If a merchant does not have contact information for a USPS Sales Executive, they can request OIS contact information from their local Postmaster, USPS Customer Service Manager or Business Mail Entry (BME) unit.

Business Customer Gateway (BCG)

[BCG](#) is a Web portal for USPS business services and a resource for accessing postage statements, transaction receipts and account management tools. BCG provides merchants easy access to all Postal Service online business offerings — all with a single user name and password. In addition to providing access to postage statements and transaction receipts, [BCG](#) allows merchants to view company information, manage Mailer IDs (MIDs) and electronic data exchange, schedule mailing appointments and track and confirm their shipments.

The [Guide to the Business Customer Gateway On-Line Services, and Full-Service Tools](#), Volume 1, Appendix B, Access to Online Postage Statements, provides information on how to access BCG and retrieve postage statements.



For more information about BCG and how to access it, visit ribbs.usps.gov. You'll find "*Business Customer Gateway*" documents on the left navigation bar under Intelligent Mail Services.

For questions regarding the Business Customer Gateway or accessing postage statements, contact the Help Desk at 800-522-9085 or postalone@email.usps.gov.

Exhibit 23: BCG login screen

The screenshot shows the Business Customer Gateway login page. At the top is a dark header with the USPS logo and the text "Business Customer Gateway". Below the header is a large banner image of a USPS delivery truck. Overlaid on the banner are three promotional boxes: "Save time with automation, online ordering and online tools", "Save money with Automation Discounts and USPS Incentive Programs", and "Start mailing 'My order arrived the day before I expected, in perfect condition!'". To the right of the banner is a "Sign In" section with fields for "Username" and "Password", a "Forgot password?" link, a "Sign in" button, and a "Register for free" button for non-registered users. Below the banner are three columns of service links: "Mailing Services" (managing mailings online, Every Door Direct Mail, Small Business Tool), "Shipping Services" (Parcel Return Service, Electronic Verification System), and "Business Services" (USPS Promotions and Incentives, Automation Discounts, Mailer ID). Each column has a "See full list of" link at the bottom.

PostalOne!

The PostalOne! system offers an electronic suite of services designed exclusively for business mailers. It is a Web-based information management system that provides

- Electronic documentation.
- Enhanced account management capability.

Payment

Local advance deposit account

Merchants can set up a local advance deposit account to pay for postage and fees locally. Simply add funds by cash, check, money order or debit card and ensure there is sufficient money on deposit to cover the cost of returns packages. Merchants may not fund advance deposit accounts by credit card.

Advance deposit accounts may be funded through the Centralized Account Processing System (CAPS)

CAPS

CAPS is an electronic postage payment system designed to make payment for all classes of mail and products easier and more cost-effective for mailers for all their mailing, shipping and returns sites. You no longer have to take checks or cash to each Post Office.

You may choose a centralized trust account which you must fund using electronic funds transfer in advance or a centralized debit account where CAPS can debit your financial account.



CAPS provide consolidated reports of mailing activity by Post Office, by mailing account and by customer-defined date ranges. The reports are accessible 24/7 and can be imported by the user.

Exhibit 24: CAPS Account Inquiry reports options

A screenshot of the CAPS (Centralized Account Processing System) Account Inquiry page. The page has a header with the CAPS logo and navigation buttons: CAPS Home, Overview, Services and Support, FAQ, Account Inquiry, Account Inquiry Help, and Forms. The main heading is "Account Inquiry". Below this, there are input fields for "Account Number", "Password", "Activity Type", "Start Date (MMDDYY)", "End Date (MMDDYY)", and "Results". To the right of these fields is a "USPSCA #" field. A dropdown menu is open for "Activity Type", showing a list of options: Transaction History - by transaction (highlighted), Transaction History - by permit number, Transaction History - by city, Transaction History - by customer reference ID, Future Fee Expirations, Past Fee Payments, Debit Reconciliation, International Billing, All USPSCA Data - by transaction, All USPSCA Data - by Origin, ZIP, One USPSCA Number - by transaction, One USPSCA Number - by Origin, ZIP, USPSCA Reconciliation, and Update Customer Information. At the bottom, there are links for [Overview | Services & Support | Account Inquiry Help | Forms] and a "Copyright" notice.

- PS Form 6001, *Centralized Account Processing System (CAPS) Account Application* — Application for establishing a national CAPS account. All applicants must complete and submit this form to apply for a CAPS account.
- PS Form 6002, *Accounts and Services to be Paid Through CAPS* — Form for listing the local account numbers the merchant wants to link to the CAPS account. All applicants must complete and submit this form with information about current trust accounts.
- PS Form 6003, *Centralized Account Processing System (CAPS) Electronic Funds Transfer Authorization Agreement* — Form for authorizing the Postal Service to debit the merchant's financial account. Only applicants that wish to establish a CAPS debit account complete and submit this form.

PS Forms 6001 and 6003 must have an original signature. Therefore, these forms must be mailed to:

MANAGER
CAPS SERVICE CENTER
2700 CAMPUS DR
SAN MATEO CA 94497-9433.

PS Form 6002 may be mailed to the address above, faxed to 650-377-5336 or emailed to ssmctas@email.usps.gov.

For more details on CAPS and to access the application forms, go to <https://caps.usps.gov/>.

Deposit USPS Returns Packages

Your customers have convenient choices to deposit their return packages with the Postal Service:

- Free Package Pickup from your customer's doorstep during regular mail delivery.
- Pickup on Demand for time-specific pickup.
- Drop off the package at a postal retail location.
- Collection box (see "Can You Ship It" on Page 53).
- Print and Deliver Return Label Service.

Free Package Pickup Your customers can schedule a free Package Pickup for their return packages at the same time as their regular mail delivery at <https://tools.usps.com/go/ScheduleAPickupAction!input.action>.

Exhibit 25: *USPS.com* Schedule a Pickup input screen

The screenshot shows the USPS.com 'Schedule a Pickup' input screen. At the top is the USPS.COM logo and a search bar. Below the logo is a navigation bar with links: Quick Tools, Ship a Package, Send Mail, Manage Your Mail, Shop, and Business Solutions. The main heading is 'Schedule a Pickup'. Below this is a subheading: 'No time for the Post Office™? Schedule a free Package Pickup and we'll come get your shipment during regular delivery. To schedule multiple pickups, sign in to your USPS.com account.' There is a note: '* indicates required fields'. On the right side, there are two boxes: 'Still Have Questions? Browse our FAQs' and 'You can also... Make changes to a Scheduled Pickup, Request a Refund'. The main form area is titled 'Where should we pick up?'. It contains a checkbox 'This is a business address.' and several input fields: *First Name, M.I., *Last Name, *Phone Number (with a help icon), Ext., *Street Address, *Email Address, Apt / Suite / Other, *City, *State (with a 'Select' button), and *ZIP Code™. At the bottom of the form is a 'CHECK AVAILABILITY' button.

Pickup on Demand If your customers want to schedule a time-specific pickup, a premium paid service is available at <https://tools.usps.com/go/ScheduleAPickupAction!input.action>.

Exhibit 26: USPS.com Schedule Pickup on Demand request screen

Schedule a Pickup

No time for the Post Office™? Schedule a free Package Pickup and we'll come get your shipment during regular delivery.
To schedule multiple pickups, sign in to your USPS.com account.

* Indicates required fields

Where should we pick up?

Your carrier can pick up your shipment free during regular mail delivery if you're using an expedited service like Priority Mail®, Priority Mail Express™, Global Express Guaranteed®, or Merchandise Return services.

Name and address
JOHN SMITH
100 S 1ST ST RM 119
MINNEAPOLIS, MN 55401-9617
[Edit](#)
[Service Available](#)

Phone Number:
6123417739
Email Address:
JOHN.SMITH@USPS.GOV

Where should we look for your shipment?

*Where should the carrier look for your shipment?
[Side Door](#)

Enter any additional instructions:

characters left: 255 out of 255

What time should we pick up?

Your carrier can pick up your shipment free, once a day, during your regular mail delivery, 11AM - 3PM.
To specify a time for a pickup a premium paid service is available.

☐ During your regular mail delivery
\$0.00

☐ Specify a pickup window (Requires Sign In)*
\$20.00 per pickup

*Pickup times will be one hour before or after your time slot selection.

Drop off at a Post Office Customers can drop off the labeled package at any USPS Post Office or designated drop box. Once the return label has been generated, the customer will be provided a link to the PO Locator on USPS.com where they can view a list of Post Offices and drop boxes close to the address entered during the label generation. Go to: <https://tools.usps.com/go/POLocatorAction.action>

Exhibit 27: USPS.com Find a Post Office example

[Quick Tools](#)

[Ship a Package](#)

[Send Mail](#)

[Manage Your Mail](#)

[Shop](#)

[Business Solutions](#)

Find Locations

* Indicates a required field
Enter only English in all fields

Location Types
[Post Offices™ and Approved Postal Providers™](#)

*City and State, or ZIP Code™
Minneapolis MN 55401

Within
10 miles

[Search](#)

Refine search

Search Results 1 - 10 of 50 Show 10 25 50 1 2 3 4 5

DIST	LOCATION	HOURS
0.3 mi	MINNEAPOLIS 100 S 1ST ST MINNEAPOLIS, MN 55401-2002 800-ASK-USPS® (800-275-8777)	Mon-Fri 7:00am - 8:00pm Sat 9:00am - 1:00pm Sun Closed Lot Parking Available
0.3 mi	MINNEAPOLIS RETAIL 100 S 1ST ST MINNEAPOLIS, MN 55401-1055 800-ASK-USPS® (800-275-8777)	Mon-Fri 7:00am - 8:00pm Sat 9:00am - 1:00pm Sun Closed Lot Parking Available
0.3 mi	MINNEAPOLIS PO BOX 100 S 1ST ST MINNEAPOLIS, MN 55401-1054 800-ASK-USPS® (800-275-8777)	Mon-Fri 8:00am - 5:00pm Sat 8:00am - 8:30am Sun Closed Lot Parking Available
0.4 mi	WELLS FARGO BANK 255 2ND AVE S MINNEAPOLIS, MN 55479-0004 800-ASK-USPS® (800-275-8777)	Stamp booklets only.
0.4 mi	BUTLER QUARTER 100 N 6TH ST STE 120B MINNEAPOLIS, MN 55403-1500 800-ASK-USPS® (800-275-8777)	Mon-Fri 9:00am - 1:15pm Sat 2:30pm - 5:00pm Sat-Sun Closed Street Parking Available

Collection box Customers can drop off return packages with postage-paid labels in collection boxes if they fit and they meet certain mailing guidelines (see “Can You Ship It?” on Page 53). To find collection boxes in your area, go to: <https://tools.usps.com/go/POLocatorAction.action>

Exhibit 28: USPS.com Find a Collection Box example

The screenshot shows the USPS.com 'Find Locations' page. The search criteria are set to 'Collection Boxes' within a 5-mile radius of '55434'. The search results table lists three collection boxes, all of which are currently closed.

DIST	LOCATION	LAST DAILY COLLECTION
0.1 mi	USPS COLLECTION BOX - 8970 35 W SERVICE RD MINNEAPOLIS, MN 55434 800-ASK-USPS® (800-275-8777)	Mon-Fri 2:00pm Sat-Sun Closed
0.9 mi	USPS COLLECTION BOX - BLUE BOX 10805 UNIVERSITY AVE NE MINNEAPOLIS, MN 55434 800-ASK-USPS® (800-275-8777)	Mon-Fri 2:00pm Sat 1:00pm Sun Closed
0.9 mi	USPS COLLECTION BOX - BLUE BOX 10930 UNIVERSITY AVE NW MINNEAPOLIS, MN 55433 800-ASK-USPS® (800-275-8777)	Mon-Sat 9:30am Sun Closed

The map on the right shows the locations of these collection boxes in Minneapolis, MN, with markers indicating their positions relative to major roads and landmarks.

Package Returns Checklist

Exhibit 29: Returns checklist.



USPS Package Returns Comparison Checklist

A: Determine which USPS product is most beneficial.

Product Features	Merchandise Return Service	USPS Return Services	Parcel Return Service	Business Reply Mail Parcels	Bulk Parcel Return Service (Endorsement Only)
- 10,000		✓			✓
- Individual weight and rate	✓		✓	✓	
- Average price		✓			
- Postage Due Weight Averaging					
- Flat Fee	✓				✓
- Priority Mail Return Service 1-3 days	✓	✓		✓	
- First-Class Mail parcel 1-3 days ¹				✓	
- First-Class Package Return Service 1-3 days ¹	✓	✓			
- Standard Post 2-9 days					✓
- Ground Return Service 2-9 days	✓	✓			
- Parcel Return Service			✓		
- Parcel Select Lightweight					✓
Intelligent Mail Package Barcode (IMpb)					
- IMpb	✓	✓	✓	✓	✓

B: Complete the onboarding steps.

Onboarding Steps					
1	Establish permit				
	- Return Services (MR)	✓	✓		
	- Business Reply Mail (BRM)			✓	
2	Submit letter of application				✓
3	Enroll via Business Customer Gateway (BCG)			✓	
4	Establish postage payment account			NA	
	- Advance deposit account	✓	✓		✓
	- Centralized Account Processing System (CAPS) account, trust or debit	Optional	✓	Determined by PMS vendor	Optional
5	Electronic Verification System (eVS)			✓	
6	Establish mailer ID (MID)	✓	✓	✓	
7	Request scan data extract file	✓	✓	✓	
8	Determine label print method(s)				
	- USPS Application Programming Interface (API)	✓	✓	✓	
	- Merchant Returns Label Tool	✓	✓		
	- Print and Deliver Return Label Service		✓		
	- Click-N-Ship for Business	✓			
	- Privately printed labels (certification required)	✓	✓	✓	✓
	- Unique ZIP Code and client ID code			✓	
9	Establish access to BCG reports		✓		
	- Scan Based Payment (SBP) reports				
	- PostalOne! reports	✓	✓	✓	✓
	- eVS reports			✓	
10	Specify processing and delivery details				
	- Select destination pickup locations (RNDC every 48 hours ¹ ; RSCF every 24 hours ¹ ; RDUs as agreed)			✓	
	- Submit PS Form 3801, Standing Delivery Order, at each pickup facility			✓	
	- Finalize package capture and delivery details				
	- Certify shipping services file and labels			✓	
11	Sign service agreement			✓	

¹Contiguous 48 states

The following are among the many trademarks owned by the United States Postal Service®: Click-N-Ship for Business®, eVS®, First-Class Mail®, First-Class Package Service®, Media Mail®, ~~PostalOne!~~, Priority Mail®, Standard Post™, USPS®, and ZIP Code™. This is not a comprehensive list of all Postal Service™ trademarks.

May 2015

Glossary of Terms

Abbreviation/ Acronym	Name	Where to Find Information
API	Application Programming Interface	https://www.USPS.com/business/web-tools-apis/list-of-apis.htm
CAPS	Centralized Account Processing System	https://caps.usps.gov/capshome.asp ; 650-377-1334
DMM	Domestic Mail Manual	http://pe.usps.gov/
IMpb	Intelligent Mail package barcode	https://ribbs.usps.gov/index.cfm?page=intellmailpackage
MID	Mailer identification	https://ribbs.usps.gov/intelligentmail_package/documents/tech_guides/PUB199IMPBImpGuide.pdf
MRS	Merchandise Return Service	DMM 505.3; http://pe.usps.gov/text/dmm300/dmm300_landing.htm
NCSC	National Customer Support Center	Label/barcode certification; 877-264-9693
PostalOne!	USPS mailing and shipping system	https://www.USPS.com/postalone/ ; (800) 522-9085
PRS	Parcel Return Service	DMM 505.5; http://pe.usps.gov/text/dmm300/dmm300_landing.htm
PTR	Product Tracking and Reporting system	https://tools.USPS.com/go/TrackConfirmAction!input.action
ROYO	Return on Your Own	Consumer paid returns label
RIBBS	Rapid Information Bulletin Board System	https://ribbs.usps.gov/
SBP	Scan-Based Payment	Postage collection is triggered by an IMpb scan event during postal processing. DMM 705.24 http://pe.usps.gov/text/dmm300/dmm300_landing.htm

Resources and Forms

- Publication 199, *Intelligent Mail Package Barcode Implementation Guide*
https://ribbs.usps.gov/intelligentmail_package/documents/tech_guides/PUB199IMPBImpGuide.pdf
- *Parcel Labeling Guide*
https://ribbs.usps.gov/barcode_cert/documents/tech_guides/ParcelLabelingGuide.pdf
- Notice 123, Price list
<http://pe.usps.gov/text/dmm300/Notice123.htm>
- PS Form 3615, *Mailing Permit Application and Customer Profile*
<http://about.usps.com/forms/all-forms.htm>
- PS Form 6001, *Centralized Account Processing System (CAPS) Account Application*
<http://about.usps.com/forms/all-forms.htm> or <https://caps.usps.gov/>
- PS Form 6002, *Accounts and Services to be Paid Through CAPS*
<http://about.usps.com/forms/all-forms.htm> or <https://caps.usps.gov/>
- PS Form 6003, *Centralized Account Processing System (CAPS) Electronic Funds Transfer Authorization Agreement*
<http://about.usps.com/forms/all-forms.htm> or <https://caps.usps.gov/>
- PS Form 5052, *Printer Certification Submission*
<http://about.usps.com/forms/all-forms.htm>
- PS Form 3152, *Confirmation Services Certification*
<http://about.usps.com/forms/all-forms.htm>
- “Can You Ship It?”
<https://www.usps.com/ship/can-you-ship-it.htm>

Frequently Asked Questions

Q. What are the benefits of using the Postal Service for returned shipping?

A. USPS Returns solutions offer convenience with our extensive retail presence and free Package Pickup. Label printing flexibility makes it easy for merchants to print and distribute return shipping labels to their customers. In addition, USPS has competitive prices and no surcharges.

Q. How do I start shipping and who do I contact?

A. Start-Up Checklists are provided under each product in this guide to help merchants get started quickly. You can contact a USPS Sales Executive, Postmaster, Customer Service Manager or Business Mail Entry personnel for assistance.

Q. How do I apply for Merchandise Return Service?

A. The merchant must complete PS Form 3615, *Mailing Permit Application and Customer Profile*, and pay the applicable annual permit and account maintenance fees at the local Post Office. The form can be found at: <http://about.usps.com/forms/ps3615.pdf>. The Post Office assigns the Merchandise Return Service permit number.

Q. How do I apply for USPS Return Services or Parcel Return Service-Full Network (PRS-Full Network) service?

A. Merchants must contact a USPS Sales Executive to help them with the process because it requires onboarding assistance. The Postmaster, Customer Service Manager or Business Mail Entry personnel can provide contact information.

Q. What is an IMpb?

A. An Intelligent Mail package barcode (IMpb) is the Postal Service's next generation tracking barcode for packages and Extra Services. It uses the same industry standard GS1-128 symbology as the current Confirmation Services barcode but with several enhancements. An IMpb contains essential information that enables the Postal Service to process packages efficiently, incorporate Extra Services and provide tracking for packages from origin to destination.

Q. How do I print IMpb-compliant return shipping labels?

A. The process of label creation can vary, dependent on which USPS Returns product is selected. The Visibility section in this guide explains IMpb features and benefits. The Label Printing Options section provides information on how to print return shipping labels.

Q. Will merchants be charged for every label printed?

A. No, merchants are only charged postage for a label once the customer has shipped the return package. There are no fees to print return shipping labels.

Q. I already have a Mailer ID (MID). Do I need a new one for returns?

A. Mailers may have multiple MIDs, as some postage payment processes or special applications may require a MID that is unique only to a specific purpose. For example, a unique MID is required to participate in USPS Return Services and PRS-Full Network. Consult a USPS Sales Executive to determine if an additional MID is necessary.

Q. What are the options to distribute return shipping labels to my customers?

A. Merchants have several options to distribute USPS return shipping labels to their customers:

- Include a preprinted return shipping label with the order.
- Send a PDF image via email or text message.
- Integrate a USPS API on the returns Web page.
- Post the customized URL for the USPS Merchant Returns Label Tool on the returns Web page.
- Email or text the customized URL for the USPS Merchant Returns Label Tool.

Q. How can customers get return packages to the Post Office?

A. The Postal Service makes it convenient for a merchant's customers to deposit prepaid return packages. They can:

- Schedule free Package Pickup from their home during regular mail delivery.
- Schedule Pickup on Demand for time-specific pickup.
- Drop off the package at a USPS retail location.
- Drop it in a USPS collection box.

Need more information?

Contact us at returns@usps.gov.

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